



IOT Distributed Services  
SLA Compliance  
Enterprise Level Agreements  
For August 2008

Service Level Agreement	Target Performance	Current Performance
Customer Service		
Speed To Answer Calls	90% Calls Answered Under 60 Seconds	95%
Call Abandonment Rate	Less then 5% Abandoned	2%
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	99%
Email Response Rate	98% Response within 1 business hour	100%
User Sampling Survey	95% Of Satisfied Customers	96%
Resolution Of Incidents On Time	90% Calls Resolved On Time ( By Grouping )	98%
Account Management	8 Business Hours	99.3%
Applications	16 Business Hours	95.2%
Data Management	32 Business Hours	98.6%
Database	32 Business Hours	98%
Hardware	40 Business Hours	97%
Operating System	24 Business Hours	96.5%
Telecomm	12 Business Hours	99.2%
Excluding GMIS & SIRS		
Network Availability		
CAN Availability ( Campus Area )	99.9% Availability	99.8%
Dial-Up Availability	99.9% Availability	100%
Switch Availability	99.9% Availability	99.9%
VPN Availability	99.9% Availability	100%
WAN Availability ( Remote Sites )	98.9% Availability	99.7%
Server and Storage Administration		
Overall Average Windows Server Availability		99.8%
Citrix Server Availability	99.9% Availability	100%
E-Mail Server Availability	99.9% Availability	99.8%
Shared File Server Availability	99.9% Availability	99.8%
SQL Server Availability	99.9% Availability	99.2%
Web/App Server Availability	99.9% Availability	100%
Overall Average Mainframe Availability		94.5%
IBM Mainframe Availability	99.9% Availability	99.9%
IMS Region Availability	99.9% Availability	99.9%
DB2 Connect Availability	99.9% Availability	99.9%
Account Management		
Disable Network Account Requests	Disabled Within 4 Business hours ( 98% )	99.4%
New Network Account Requests	Creation Within 2 Business Days ( 99% )	99.5%
Privilege/Rights Change Requests	Change Within 8 Business Hours ( 97% )	100%
Field Operations		
New Workstation Installation	Installation Within 5 Business Days ( 98% )	99%
Peripheral and Software Installation	Installation Within 3 Business Days ( 98% )	96.6%

In compliance  
 Within Tolerance  
 Out of compliance  
 Insufficient data available this month